

## REMARKS

In response to the above identified Office Action, Applicants have amended their application and respectfully request reconsideration thereof.

### *Amendment of Claims*

Claims 29, 35, 40 and 45 have been amended to add a limitation and to clarify an existing limitation. The limitation "from a database" has been added. In addition, the limitation regarding "generating code" has been clarified to emphasize that such code is for a web page that contains information associated with a caller, the information retrieved from a database. Support for these amendments can be found in the written description.

### *Response to Claim Rejections – 35 USC § 102*

Claims 29-33, 35-38, 40 and 41-45 stand rejected under 35 U.S.C. § 102(e) as being allegedly anticipated by U.S. patent no. 6,259,774 B1 (hereinafter Miloslavsky I).

To anticipate a claim, the reference must teach every element of the claim.

"A claim is anticipated only if each and every element as set forth in the claim is found, either expressly or inherently described, in a single prior art reference."

Applicants respectfully traverse the rejection of claims 29-33, 35-38, 40 and 41-45 under 35 U.S.C. § 102(e) for the reason that Miloslavsky I does not disclose each and every limitation of the claim 29 of the present application.

Claim 29, as amended, includes the following limitations:

retrieving information associated with the caller from a database based on the telephone number;

generating code for a web page that contains the information associated with the caller....

The Final Office Action, in rejecting claim 29, contends that the above limitation is anticipated by the following disclosures in Miloslavsky I:

Based on this telephone number, the software in the call center can access a database server to obtain information about the customer who has been assigned that phone number. The software can now route the call to an agent who can best handle the call based on predefined criteria (e.g., language skill, knowledge of products the customer bought, etc.). The software immediately transfers relevant information to a computer screen used by the agent. Thus, the agent can gain valuable information about the customer prior to receiving the call.

Miloslavski I, Col. 2, lines 16-25.

At this time, the service agent receives information regarding customer site 104 and the HTML documents previously sent to browser 116 (operation 325).

Miloslavski I, Col. 8, lines 65-67.

The service agent receives the telephone call (operation 332). At this time, the service agent has already acquired a lot of information about customer site 104 and the web pages previously delivered thereto.

Miloslavski I, Col. 9, lines 8-10.

After reviewing the displayed web page, the user clicks on "call me" button 118. Browser 116 responses by sending a request for a phone call, together with telephone number and/or data identifying customer site 104, to server 132 (operation 416). Server 132 delivers the request and the telephone number to SRP 168, which in turn delivers the number to outbound call controller 354 (operation 420). The telephone number is placed in list server 354 (operation 424). Controller 354 dials outbound phone calls from number is list server 354 (operation 426). When the user in customer site 104 answers the call (operation 430), an agent in service assistance center 102 is assigned to handle the call (operation 432). Data related to customer site 104 and the web page viewed by the user is delivered to the agent.

Miloslavski I, Col. 10, lines 30-45.

The above quotes from Miloslavsky I describe an agent that responds to a request for help call from a customer. The first quote describes a database that includes information about the customer. The database is accessed to obtain the information about the customer based on the telephone number that corresponds to an incoming telephone call from the caller. The information about the customer is transferred to a computer screen used by the agent.

The second quote describes information and HTML documents that are received by the agent. The agent receives information regarding a customer site 104 and HTML documents that were previously sent to browser 116 at the customer site 104.

The third quote describes the agent receiving a telephone call. At the time of receiving the call, the agent has acquired information about the customer site 104 and the web pages that were previously delivered to the customer site 104.

The fourth quote describes a user that views a web page at a customer site 104 and requests help from an agent by selecting a “call me” button. In response, a telephone call is initiated to the customer at the customer in site 104. If the customer answers the call then data related to the customer site 104 and the web page viewed by the user is delivered to the agent.

Claim 29 requires a method to retrieve information associated with a caller from a database and to generate code for a web page that contains the retrieved information. In contrast, the above quotes from Miloslavsky do not describe the generation of code for a web page that contains information associated with a caller, the information retrieved from a database. Indeed, the above quotes from Miloslavsky describe a web page that is delivered to the agent; however it is the same web page that is sent to the customer site. Indeed, Miloslavsky I does describe data that is related to the customer site; however, such data is not contained in a web page that has been generated though it is described as “delivered” to the agent site. Miloslavsky I therefore cannot be said to anticipate the above quoted limitation because Miloslavsky I discloses a method that displays an existing web page and claim 29 requires a method that generates code for a web page that contains information retrieved about the caller.

In summary, Miloslavsky I does not disclose each and every limitation of claim 29, as required to support a rejection of this claim under 35 U.S.C. § 102(e).

Independent claims 35, 40 and 45 each include a limitation corresponding substantially to the above-discussed limitation of claim 29. Accordingly, Applicants request that the above remarks also be considered when examining these other independent claims for allowability.

As dependent claims are deemed to include all limitation of claims from which they depend, the rejection of claims 30-33, 36-38 and 41-44 under 35 U.S.C. 102(e) is also addressed by the above remarks.

***Response to Claim Rejections – 35 USC § 103***

Claims 34 and 39 stand rejected under 35 U.S.C. § 103, as being allegedly unpatentable over Miloslavsky I in view of U.S. Patent no. 5,765,033 (hereinafter Miloslavsky II).

As dependent claims are deemed to include all limitation of claims from which they depend, the rejection of claims 34 and 39 under 35 U.S.C. 102(e) is also addressed by the above remarks.

In summary, Applicants believe that all rejections presented in the Office Action have been fully addressed and withdrawal of these rejections is respectfully requested. Applicants furthermore believe that all claims are now in a condition for allowance, which is earnestly solicited.

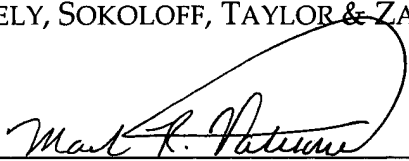
If there are any additional charges, please charge Deposit Account No. 02-2666.

If a telephone interview would in any way expedite the prosecution of the present application, the Examiner is invited to contact Mark R. Vatuone at (408) 947-8200.

Respectfully submitted,

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